

Allana Kennedy

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Work Experience

Operations Manager, Roaster, and Social Media Manager

2015-2022

Outpost Coffee Roasters, Toronto, Canada

Roaster

- 5 years experience operating a 10kg (20lb) Toper roaster with variables including manual gas input and airflow with both manual and computer data logging knowledge (Cropster and Artisan).
- Experienced in weekly cuppings, creating new profiles for roasts, packaging and shipping coffee.
- 2018 Travelled to Nicaragua for a trip to origin to meet producers of green beans, to experience farming practices, and to see first-hand processing methods.

Operations Manager

- Managed the weekly scheduling needs for a staff of 10 people and conducted interviews for hiring new employees.
- Supported a team of junior staff members using the Divisional System to assist with staff discipline, training, instructing new methods, morale, and scheduling of work.
- Digitized and streamlined store resourcing management system.

Social Media Manager

- Created social engagement with Challenges and Giveaways
- Managed multiple accounts on Hootsuite with a consistent weekly publishing schedule
- Managed customer and subscribers inquiries and engagement

Café Manager

2014-2015

Clipper Coffee Merchants (Pop-up Brew Bar), Ozone Coffee Roasters, London, England

- Manager for a busy pop-up brew bar and bagel shop, building and maintaining a strong client base in a new location
- Initiated and maintained the social media presence and marketing strategy of the pop-up on instagram.
- Implemented store compliance with health and safety procedures.

Volunteering

Romero House (refugee transitional housing not-for-profit)

2015-2017

Toronto, ON

- Performed receptionist duties including welcoming clients in the centre in a friendly and culturally competent manner, directing them to services as needed

- Acted as the first contact for those calling in to the centre and seeking information by responding to queries and giving necessary information
- Supported refugee children's programming such as holiday activities support and emergency childcare for mothers

The Redwood (Shelter for Women and Children Fleeing Violence)

2018-2019

Toronto, ON

- Supported children's programming such as holiday activities support and emergency childcare for mothers

Education and Certifications

Diploma in Web and UX Design, (Level 6)

2022-current

Yoobee, Auckland, New Zealand

Certificate in Web Development

2022

Yoobee, Auckland, New Zealand

Certificate in UX/UI Design

2023

Yoobee, Auckland, New Zealand

Bachelor of Arts with Honours, Psychology

2005-2009

University of Canterbury, Christchurch, New Zealand